

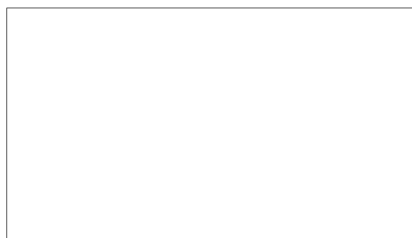
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# *N*Notes & *Q*Quotes

29 April 1988

## NEWEST OL EMPLOYEES

The Office of Logistics (OL) wishes to welcome its newest employees:



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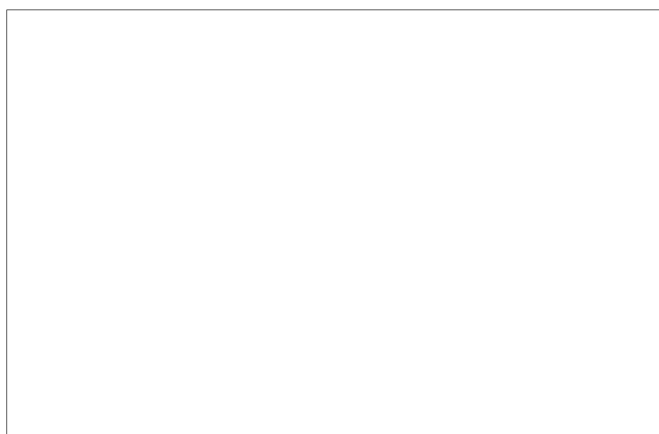
## CAREER INTELLIGENCE MEDAL

On 29 April 1988, [redacted] formerly of the Real Estate and Construction Division, ~~now retired~~, was presented with a Career Intelligence Medal in recognition of his exceptional achievements with the Central Intelligence Agency for over twenty-eight years. A highly professional and experienced architect, he served with distinction in positions of increasing responsibility with the Office of Logistics. [redacted] many career accomplishments include responsibility for the architectural design and office layout of many of our leased buildings. His insightful counsel of junior architects, effectiveness as a team player, and devotion to duty have justly earned the respect and admiration of all those with whom he was associated. [redacted] commitment to excellence reflects great credit on himself, OL, and the Central Intelligence Agency. [redacted]

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## OL REASSIGNMENTS

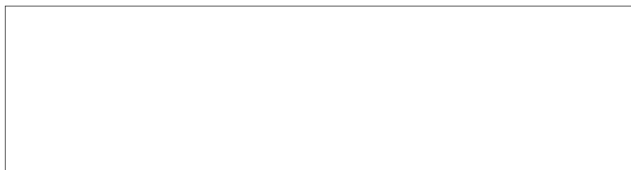
The following OL reassignments were announced for the week of 25 April 1988:



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## SUSTAINED SUPERIOR PERFORMANCE AWARD

[redacted] Contracting Officer assigned to [redacted] Contracts Staff [redacted] (CS), OD&E, was presented with a Sustained Superior Performance Award on 29 April 1988 in recognition of his fine performance



John's dedication and attention to detail allowed this negotiation to be completed in a timely manner. John made significant personal sacrifices in his pursuit of excellence in management of this and other contractual endeavors and he is most deserving of this award.



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25X1

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**CONGRATULATIONS TO**

25X1 [ ] was approved for full  
time academic training at Strayer College for the  
Fall Quarter of 1988. Congratulations!!!!

25X1 [ ]  
\*\*\*\*\*

**KICKOFF FOR THE  
LOGISTICS CONFERENCE**

25X1 Just a reminder that the 1988 Logistics  
Conference will be held [ ]  
25X1 [ ] on 16 and 17 May. There will  
be two kickoff sessions for this year's Logistics  
Conference. The first will take place at 0930  
25X1 hours, 11 May, in the Headquarters Auditorium.  
The second will be held at 1400 hours, 12 May,  
25X1 [ ] All OL employees are  
25X1 invited to attend one of these sessions whether or  
not you have been designated to attend the  
25X1 conference. A bus will depart [ ]  
25X1 [ ] at 0815 hours on 11 May for  
the session held at Headquarters. [ ]

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**BASIC TENETS OF THE  
OFFICE OF LOGISTICS  
PERSONNEL POLICY**

25X1 The primary goal of the Office of Logistics  
(OL) is to make its career service the best in the  
Agency. Included in this edition of OL Notes  
and Quotes are "The Basic Tenets of OL  
Personnel Policy." All OL employees are directly  
effected by these personnel management  
principles. [ ]

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**CHANGE IN FORMAT FOR  
STAFF NOTES**

25X1 Have you noticed we've changed our format  
25X1 and title of the Staff Notes????? We are now  
named "OL Notes and Quotes." If you have any  
suggestions for items which may be of interest to  
all OL employees, please contact, Marie, Dawna,  
or Brenda [ ]  
25X1 [ ]

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**SCATTERGOOD-THORNE  
PROPERTY UPDATE**

Several subcontractors have been working on  
the Scattergood-Thorne property. Approximately  
800 linear feet of gravel roadway has been  
upgraded; the main house and guest house have  
been inspected and scheduled for pest control  
treatments; the elevator was inspected; and the  
chimneys and flues in both houses have been  
cleaned. The Facilities Management Division,  
OL, is currently conducting survey and design  
work to obtain as-built information drawings for  
restoration of the property. A new built-up roof  
design package for both houses is presently being  
developed. Upon completion of the design, the  
project will go to Allied for implementation.

[ ]

\*\*\*\*\*

**NEW CONCESSION STAND  
AT HEADQUARTERS**

On 20 April, an OL representative met with  
the Assistant Deputy Commissioner of the  
Virginia Department for the Visually  
Handicapped (VDVH) and with the operators of  
the 1F67 Headquarters concession stand to  
define detailed requirements and the preferred  
layout of cabinetry, storage space and vending  
equipment for the new concession stand to be  
located in the 1J corridor. This stand must be  
relocated during FY 89 in order to make room  
for the cafeteria's new food servicing line to be  
built in the 1F area. It was agreed that the  
Agency will provide only the finished space and  
the VDVH will provide the necessary cabinetry  
and accessories in accordance with design  
drawings. [ ]

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## ALTERNATIVE SITES FOR DAY CARE CENTER

The Science Application International Corporation (SAIC) is studying three alternative sites for the Day Care Center, and results are due the week of 9 May. Within a week of receipt of the options, a site will be recommended to the DDA. SAIC will modify the existing design, if required, to accommodate the new site

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## ONE INDIVIDUAL CAN MAKE A DIFFERENCE

The Director of Logistics extends a sincere "*well done*" to the following employees who, by their outstanding performance, have not only received acknowledgment from OL customers but have helped to enhance the "*can-do*" image of our office:

The following Facilities Management Division employees were commended in a letter of appreciation from R. E. Hineman, Deputy Director for Science and Technology, dated 25 April 1988, for providing outstanding logistical support to the Security Affairs Support Association (SASA) symposium:

## Auditorium Staff Allied Custodians

25X1

[REDACTED]

## Cafeteria Staff

25X1

[REDACTED]

and her Staff

25X1

In a letter of appreciation from R. E. Hineman, dated 25 April 1988, [REDACTED] of the Printing and Photography Group was recognized for the photographic support rendered to SASA. The request for a photographic record of the occasion required Frances to be present throughout the event. Mr. Hineman stated that Frances performed this task with enthusiasm and journalistic pride. Attached to Mr. Hineman's letter was a letter of appreciation from John McMahon, President of SASA, commending Frances for her coverage of the 16 and 17 April event. [REDACTED]

25X1

25X1

[REDACTED] of the Printing and Photography Group was commended in a letter of appreciation from R. E. Hineman, dated 25 April 1988, for his outstanding support in providing audio-visual services to the SASA symposium. Attached to Mr. Hineman's letter was a letter of appreciation from John McMahon, President of SASA, commending David for his efforts in support of the 16 and 17 April event. [REDACTED]

25X1

25X1

[REDACTED], Facilities Management Division, received a letter of appreciation from Mr. Hineman, dated 25 April 1988 for her support in making the SASA symposium a great success. Attached to Mr. Hineman's letter was a letter of appreciation from John McMahon, President of SASA, dated 20 April 1988, commending Bette for her manifest interest and concern that no "shortfalls" occurred in any logistical requirements. [REDACTED]

25X1

25X1

In a letter of appreciation, from [REDACTED] Executive Officer, Intelligence Community Staff, dated 15 April 1988, the **Mail and Courier Branch, FMD**, was commended for the dedication and efforts they have consistently delivered. [REDACTED] stated that the Mail and Courier Branch has never failed to support the ICS efforts with prompt and courteous service. Also recognized were [REDACTED] of the Mail and Courier Branch for their willingness to help, no matter how inconvenient. [REDACTED]

25X1

25X1

25X1

25X1

25X1

The **Security Staff (SS)**, OL, was commended in a letter of appreciation from [REDACTED] Director of Information Resources, DI, dated 18 April 1988, for their excellent support provided during the purchase and installation of a Cray Research XMP/24 supercomputer system for use in the DI. Also recognized was [REDACTED] of SS/OL for his major contribution in expediting the issuing of security clearances for Gray Research employees. [REDACTED]

25X1

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25X1 In a letter of appreciation from Daniel A. Childs, Jr., Comptroller, dated 19 April 1988, Dave  
25X1 [redacted] was commended for his contributions in preparing a blueplate special,  
25X1 [redacted] for the 1989  
Congressional Budget Justification Book (CBJB). Also special appreciation was given from Mr. Childs  
25X1 to [redacted] of the Printing and  
25X1 Photography Group for their cooperation in meeting the deadline for publications of the CJB. [redacted]  
25X1 [redacted] Logistics Officer for the Intelligence Community Staff, was commended in a  
25X1 letter of appreciation from [redacted] Executive Officer, Intelligence Community Staff, dated  
25X1 20 April 1988, for her unfailing dedication to the Agency's and Community's missions. [redacted]

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## ITEM OF INTEREST

## P&amp;PG's FLAGSHIP TEAM

Although the Office of Logistics, Printing and Photography Group (OL/P&PG) prints an average of over 1,000 jobs per month, there are two publications produced daily which can *never* miss. These are the *President's Daily Brief* (PDB) and the *National Intelligence Daily* (NID). The publications are known as our "Flagship Publications," and regardless of the effort required, they will be available for dissemination to selected senior government officials by 0530 daily. In order to meet the strict publication schedule of these products and other time sensitive overnight publications, P&PG has historically utilized a third shift with hours from 11:00 p.m. to 7:30 a.m. However, during the past year, the Printing and Photography Group has had other requirements that have impacted on resources. For instance, P&PG has made available personnel for TDY assignments as members of the OL Flying Squad, transferred thirteen compositors to assist in the FBIS production activities [redacted] and continued to staff the main printing plant plus two other locations in the Headquarters building. With these requirements and limited resources, P&PG management decided to assemble a cadre of multi-skilled craftsmen to process the Flagship Publications only—the Flagship Team. In short, the Flagship Team is a concept to more effectively utilize the limited human resources while maintaining the same high level of service for essential overnight publications.

P&PG has eliminated full component staffing of the third shift operations and replaced it with a select crew of sixteen people on the Flagship Team. These sixteen team members work across traditional branch and specific trade lines, and follow selected overnight jobs through the production process in the plant. The Flagship Team covers plant operations from 10:00 p.m. to 7:30 a.m., using staggered shifts. Camera/layout personnel start at 10:00 p.m. to get the jobs started and press operators start at 11:00 p.m. when the work is ready to print. The bindery team also starts work at 10:00 p.m. to help clear out jobs from the previous shift and get ready for the overnight jobs as they come off the press. In addition to the NID and PDB, other special publications such as Biographic Reports for OIR, cartographic maps and charts for DI/CPAS/CDG and weapons reports for OSWR are also run overnight. Although the sixteen people assigned to the Flagship Team can normally handle all overnight production requirements, the night shift Production Manager has the authority to call in any necessary personnel on an overtime basis to meet higher than normal production requirements or to fill a vacancy on the team created by absences.

Among the benefits that creation of the Flagship Team has offered to P&PG, include an improved plant throughput time for the NID and the PDB plus a reduction of overall throughput time for CPAS publications from eight days to six days in P&PG. The Flagship Team concept has instilled an awareness of the complete product workflow through the plant and encouraged team members to assist each other. Following the jobs through the production process by Flagship Team members has entailed considerable cross training of team members and enabled P&PG to maintain a high level of service with fewer personnel resources.

The Flagship Team concept in P&PG has been an unqualified success, and reflects positively on the entire P&PG work force.

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# Facilities Management Newsletter — April 1988

## A QUALITY WORKPLACE

Facilities Management is committed to the challenge of creating a better place to work for every employee. The GSA program to reduce space allotted to Government agencies, accompanied by increasing quantities of terminals and printers, necessitated the development of a standard. After much study and testing, modular furniture and open plan design were determined to enable most offices to meet today's rapid technology changes in the most satisfactory fashion.

Modular furniture—ask almost anyone whose desk/workstation is put together with these components, and they'll say, "What an improvement!" It has a clean, attractive appearance, can be tailored to employee needs, and, because each part is freestanding, is easy to rearrange. Last year the Office of Logistics negotiated a contract for purchase of CorryHiebert modular furniture at a 58 percent discount. During the last 4 years, 7,000 of these workstations have been ordered including those for all general spaces in the New Headquarters Building.

Open plan design—some call it "landscaping"—is an engineered space to balance lighting, noise levels, and equipment into a plan that enhances work. Such spaces, often divided by neutral colored panels surrounding monochromatic desks, are psychologically satisfying because they provide a defined, basic canvas for employee personalization. They also permit interaction with co-workers and easy security surveillance.

Although not a panacea, modular furniture and open plan design form a tool, which, when applied and managed properly, can enable this agency to meet its needs.

## FMD SERVICES

As the name implies, the mission of Services is to provide a wide range of support to the Agency community. The goal of each member is to offer quality service to our customers. Without you, the customer, there would be no need for mail service, shuttle bus service or the supply room.

Services is actively and continuously taking steps to understand our customers' requirements. Shuttle bus ridership surveys, meetings with Agency components focusing on requirements, the close monitoring of the user levels of supplies in the Supply Room, and signs posted in shuttle buses requesting customer feedback in the form of "compliments or complaints" are examples of steps we are taking to learn and meet customers' needs. Services is also looking externally at the support offered by other Government agencies and private industry to determine if it may be applied to the Agency in the form of new or better service.

In seeking customer input, Services welcomes all comments, negative as well as positive. Each of the three branches have a customer representative whose purpose is to work with customers in an effort to improve responsiveness. Our personnel seek to meet customers requirements before problem areas develop. Through personalized attention to our customers needs, we look to quality service as the accepted norm for doing business.

Note: This is the inaugural issue of the Facilities Management Newsletter. Comments/suggestions are welcome. Contact

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## WHAT'S GOING ON IN THE NEW HEADQUARTERS BUILDING (NHB)?

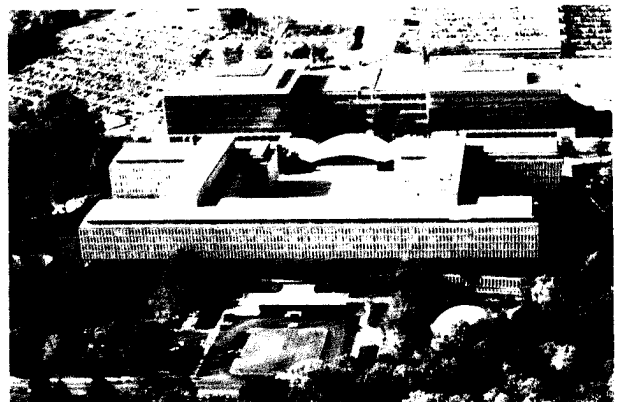
- The north tower construction is essentially complete. Minor renovations are in progress to refit the north tower space to the current occupants. The Office of Information Technology's (OIT) telephone and ADP wiring is about one-fourth complete. Carpeting is complete on the 1st and 3rd floors of Office of Technical Service (OTS) space, and on the DI's sixth floor space. The 1st floor north connector is now open to authorized personnel.
- Detailed occupancy planning is in progress. Complete floor plans are finalized for all major components scheduled to move into NHB during the July-December 1988 timeframe. By January 1989, the majority of the north tower will be occupied.
- We responded to the DCI's direction to house the Offices of the Inspector General (OIG) and General Counsel (OGC) in NHB by January 1989. OGC will reside in the south tower 6th floor. OIG will reside on the 2nd floor. Detailed floor plans for both offices are completed.
- We responded to the DDA's direction to allocate additional space to OTS and the Office of SIGINT Operations/SPD on the 2nd floor north tower. Meetings are taking place with representatives of these two offices to determine their occupancy requirements for the space.
- OIT and the Office of Logistics have agreed upon a new, joint scheduling process by which their collective work in NHB will be coordinated.

## BACKFILL PROGRAM

With the six-month slip in occupancy of the new building, the Backfill Program shifted its focus for FY 1988 to the upgrade of the central utility infrastructure in the original building. This includes the design for:

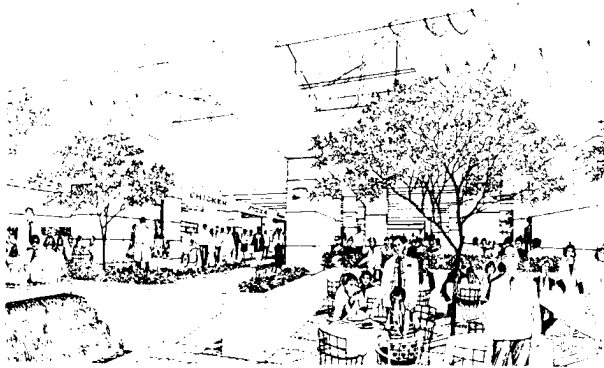
- a new set of larger-capacity risers for the "D" electric vault, to support the move of the Office of Imagery Analysis in 1989;
- two new chilled water risers and associated horizontal mains to give a sufficient source of water to support the upgrade of the air conditioning;
- three new hose risers to meet current safety codes for fighting fires within the building;
- horizontal sprinkler mains in main corridors to provide a water source for the overhead sprinkler systems in office and computer spaces;
- a combination sprinkler drain and air conditioning condensate drain system;
- a monitoring and control system to enable building operators to track utilities centrally via the automated system hardware installed in the new building;
- and a new central fire alarm system.

The design for these projects is scheduled for completion in mid-FY 1988, and construction starts for all except the monitoring and control system also are presently scheduled for FY 1988. Design for the OIA space, for a seventh-floor element of the Collection Requirements and Evaluation Staff, for a major segment of swing space, and for the renovation of the GC-03 computer center are underway as well, and construction for at least GC-03 will begin this fiscal year. Two construction awards have been made thus far in FY 1988, one for the expansion of the "D" electric vault, and the other for construction of a new grounding system.



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## CAFETERIA EXPANSION



Your Headquarters cafeteria will be expanded to fill all the space between the 1C, 1F and 1J corridors around the Headquarters Branch of the Credit Union. This expansion project, which will double the amount of luncheon seating, will also add to the Credit Union to provide more space for loan offices, tellers, receptions, and ATM money machines.

Four local facility design firms have been working jointly to develop the plans. The architectural firm of Cooper-Lecky, P.C., is in overall charge of the work, Cini-Little International is the food-service consultant, Summer Consultants are engineering the mechanical and electrical systems and FDE Ltd., is the structural engineer. In addition GSI and the Agency Cafeteria Committee have contributed their considerable knowledge to the design process.

Master plans and budgets approved by the Agency provide for the expansion effort to be carried out in five phases over three fiscal years. During FY 1988, following removal of existing offices from the 1C, 1F and 1J areas into the new building, two construction phases will be awarded. Phase I, scheduled to start in May, will add loan officer space to the Credit Union and will reestablish a serving line with two hundred seats in the area of the old Rendezvous Room at 1F81. Phase II will convert the 1C62-48 area into a new Food Court with various fast food and ethnic specialty shops.

As the project plans progress during the summer, more information and displays about the new cafeteria facilities will be presented.

## THE SCATTERGOOD-THORNE PROPERTY

The Scattergood-Thorne property is bordered on the South by Georgetown Pike; on the East by the main access road to CIA from Virginia Route 123; on the North by the CIA motor pool and parking areas; and on the West by Turkey Run Park and the access road to the Federal Highway Administration. The land is largely buffered around the perimeter by mature trees and nurtured hybrid shrubbery. A public road running parallel to route 123 provides access to the property at the corner of route 193 and Turkey Run Road.



The property consists of 32 acres of prime real estate fronting along old Georgetown Pike. Permanent structures include the Main House - a large four bedroom, three bathroom colonial style home, equipped with an elevator, expansive porches and gracious grounds; a modest tenant house; an office/apartment; two car garage; barn; storage shed; and pump house. An oak tree-lined driveway leads to the Main House, which is surrounded by mature trees indigenous to Northern Virginia.

There are three major open areas: (a) the Southwest quadrant has a level lawn encompassing approximately six acres; (b) the Northeast quadrant contains the remnants of a gently rolling 15-acre farm site; and (c) the Northwest quadrant features a drop in terrain and a small stream originates in its lowest point.

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## EXECUTIVE DINING ROOM

The Director's Executive Dining Room Point of Sale (POS) order and accounting system set up to run on a stand-alone PC is operational. Starting 1 April the DEDR staff will use the POS system to input member order information, which will simultaneously be printed out on a kitchen printer to the Chef and then stored on the member's individual account for billing information.

End of day verification will record all input information on a floppy disk to be transferred to the host machine in 2E 20. This information can be utilized to provide a large variety of analytical reports as well as accurately compile individual member accounts for billing purposes. Presently,

daily chit information is transferred to order sheets by the waiter staff and handed to the chef for distribution. All chit information is totaled at end of day item by item, input into the Delta terminal to generate end of month bills. The present system being used is at 99 percent capacity. Verification of input information is done by hand, item by item and little or no financial management information is available from the system.

The POS system, upgrades not only the DEDR capability for better overall service, but gives dedicated, hardworking staff members a new outlet of learning that enhances their overall use to the Agency.

[REDACTED]

## OGDEN-ALLIED

In response to inadequate operations, maintenance, and custodial service being provided for the Headquarters building by the General Services Administration, the Agency competitively bid these services with private industry in 1984. Proposals were received from six bidders and a five year contract was awarded to Ogden Allied effective 1 October 1984.

The immediate result was a dramatic improvement in the cleanliness of the public areas and office space. This was followed in a few months by a thorough upgrading of the operations of critical environmental and utility systems servicing the Headquarters building. A 24-hour, seven-days-a-week trouble desk was also established to respond to any problem at any time. The renovation and crafts shop began the long arduous task of reducing the mammoth backlog of renovations projects that were awaiting action by GSA.

Ogden Allied's performance is reviewed each quarter by a Government Evaluation Board consisting of five FMD staffers and two non-Logistics personnel. This Board is responsible for establishing the amount of the award fee for the contract and identifying areas requiring improved performance. Logistics Officers are requested to periodically provide input on current performance. The comments provided by them are critical in attaining a meaningful evaluation.

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